



Public Utility District No. 1 of Thurston County, Washington

Position Titles: Communication Specialist 1, II or Communications Manager

Reports to: General Manager

Salary Ranges: \$3,836 to \$7,500 a month

Category: FLSA Exempt Position

PRINCIPAL PURPOSE OF JOB:

The communications specialist/communications manager classifications are responsible for developing and executing the District's communication plan including management of all aspects of the District's public relations, advertising, marketing and communications efforts. The position will serve as the primary media contact and liaison between the District and community. The position is responsible for preparation and review of written and verbal communications for the District; coordination, preparation and distribution of internal and external communications products such as press releases, newsletters, advertising, social media posts, direct mail pieces and other information publications; coordinating the District's participation in community, educational and industry events; management of the District's website and social media sites; providing consultation with staff and management to ensure District communications are timely, accurate and meet organizational objectives; managing customer communications in preparation for and during service interruptions; all aspects of media relations; planning and management of crisis communications; and providing executive administrative support to General Manager and Assistant General Manager. Other duties may include serving as Clerk to the Board of Commissioners, assisting in risk management, emergency and disaster management and human resources.

ESSENTIAL FUNCTIONS --Essential duties and responsibilities may include, but are not limited to, the following:

- Develop and execute the District's communication plan to support organizational goals and initiatives.
- Develop and implement the development of strategies and tactics for communications with community stakeholders, customers, the general public, employees and the news media for the District. Evaluate, through various methods, the effectiveness of the internal and external communication programs and practices.
- Provide information in a variety of formats to keep the public informed of the District's programs and activities and enhance public knowledge and understanding of the District's role in the community.
- Manage media relations. Create and disseminate news releases for the District and serve as primary media contact, spokesperson, and Public Information Officer. Deliver consistent and consolidated messages on behalf of the PUD.
- Serve as a subject matter expert for content development, advertising, public relations, events management, social media, web site and internet/electronic marketing.
- Provide executive assistant support to the General Manager and Assistant General Manager.
- Develop and maintain customer relations strategies, manage community engagement efforts and community education activities. Proactively seek opportunities to speak and present on behalf of the PUD to stakeholders and community organizations.
- Coordinate, manage, staff and develop public outreach efforts of Board approved community or sponsored events. Create, develop and arrange exhibits and schedule staffing for District participation. Represent the PUD at and participate in fairs and community events.
- Develop and edit all types of public information including newsletters, brochures, flyers, advertising, informational handouts, and other materials for PUD outreach and customer education. Conduct educational presentations at schools and local events.

- Manage the content for the District's website. Review, compile, and post information to the website to ensure the site is kept up to date, relevant and informative.
- Assist all departments in the creation of communications materials. Research issues and make complex information understandable to the general public.
- Provide information to employees and the public during scheduled and unscheduled water service disruptions and other emergency events to ensure accuracy and consistency in District communications with the public.
- As requested, attend Board of Commissioner meetings. Work additional hours as necessary to achieve departmental goals as directed by the supervisor. Be available for evening and weekend on-call duty to meet public information responsibilities.
- Communicate public attitudes, trends and perceptions to the Commissioners and the General Manager. Keep abreast of issues affecting the work of employees of the District and communicate information to appropriate employee groups in a timely manner.
- Monitor various news publications and media for articles and coverage of utility issues and issues relevant to the District. Assemble the information for District employee, management, and Commission use.
- May be asked to represent the District on a local, regional, state or national level for industry related topics or concerns.
- Participate in special projects as directed by the General Manager.
- Maintain a positive attitude in the workplace. Contribute to team effort by accomplishing related assignments as needed. Determine appropriate priorities to balance workload when deadlines compete. Seek assistance when needed.
- Review work for accuracy and routinely detect or prevent errors or mistakes that would prove costly or could jeopardize the operations of the PUD.
- Regularly take initiative in recommending changes in work methods, policies, and procedures to improve levels of service delivery and overall operating efficiencies. Maintain confidentiality.
- Perform other duties as assigned.

QUALIFICATIONS, KNOWLEDGE, SKILLS AND ABILITIES

- Must be a well-organized self-starter with excellent interpersonal and verbal and written communication skills to effectively communicate and build professional relationships with a variety of internal and external customers in person and on the telephone.
- Ability to effectively operate computer equipment and computer programs related to assigned duties.
- Ability to research issues and recommend courses of action.
- Must be able to exercise decorum and discretion regarding personal and financial information.
- Must be able to exercise discretion and independent judgment on all major duties.
- Ability to provide high level of customer service at all times.
- Ability to be organized and complete paperwork in a timely manner.
- Prompt and time sensitive.
- Team player with ability and desire to accept direction from others.
- Must possess excellent communication skills both written and verbal.
- Must be team oriented.
- Must be able to work under pressure, handle multiple tasks and meet deadlines.
- Must be able to deal with irate or disgruntled individuals that will require the use of conflict management skills.
- Must be innovative and have the ability to explore new techniques.
- Must be able to establish and maintain effective working relationships with fellow employees and the general public.
- Able to do repetitive actions for extended periods of time.

EDUCATION AND EXPERIENCE

Preferred Qualifications

- The candidate selected for this position will typically possess the following:
 - Bachelor's degree in communications, journalism, public relations, marketing or a related field, or an equivalent combination of education, experience and training that provides the required knowledge, skills and abilities.

- Experience working in an administrative position in an office or serving customers is desired. Experience working in a legislative/governmental/regulatory position or in media, public relations, marketing, and advertising is highly desired
- Experience in the public utility industry is highly desirable.
- Proficiency in languages other than English, especially Spanish, is desirable.

Other Requirements

- Must travel for District business, including overnight and multiple-day travel.
- Must be most proficient in reading, writing and speaking English and in proofing written materials.
- Current and valid Washington driver's license, or ability to get one, and able to provide at least one year's proof of a safe driving record.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

Work is performed in an office setting and field which is busy, oriented to public service and subject to constant work interruptions. Weekend and evening work and the ability to assist during emergency and disaster conditions will be required at times. Employees may work under the stress of continual public and/or interoffice contacts and pressure to meet timelines. While performing the duties of this job, the employee is frequently required to sit or stand for extended periods; see to read and analyze reports and spreadsheets; and hear and speak to exchange information. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, the ability to adjust focus and the ability to distinguish between shades of color. The noise level in the work environment is usually moderate. The individual routinely performs work under time pressure to complete tasks and meet schedules. Setting up public information presentations requires work in a variety of locations and conditions. Storage and retrieval of materials for public information presentations may require working in locations such as warehouse or storage areas accessible by climbing stairs. The successful candidate must be capable of performing the functions of the position with or without reasonable accommodation.

Revised and Adopted_122617



Public Utility District No. 1
of Thurston County

APPLICATION FOR EMPLOYMENT

Public Utility District No. 1 of Thurston County
921 Lakeridge Way SW, Suite 301
Olympia, WA 98502
Main: (360) 357-8783 or Toll Free: (866) 357-8783
E-Mail: PUDcustomerservice@thurstonpud.org

Public Utility District No. 1 of Thurston County is an Equal Employment Opportunity employer. Qualified applicants will receive consideration for employment without discrimination based on color, race, gender, national origin, religion, age, disability status, or by any other bases protected by local, state, or federal law. **Please complete this application as legibly as possible, and answer all questions to the best of your ability.**



Legal Name: _____
Last First Middle

Mailing Address: _____
Street City State Zip

Physical Address: _____
(if different) Street City State Zip

Primary Phone: _____ Alternate Phone: _____

E-Mail Address: _____

Have you ever been employed by Public Utility District No. 1 of Thurston County in the past? Yes No

If yes, when? _____

Are you related to a current PUD employee? Yes No

If yes, please list the employee's name and your relationship: _____



EDUCATION

	Institution Name/Address	Degree/Major	GPA
High School Graduate? <input type="checkbox"/> or GED? <input type="checkbox"/>			
College or University			
Technical School			
Other			
Other			

EMPLOYMENT

Name: Address: Supervisor: Phone:	Dates Employed: From – To –	Salary: Starting – \$ Ending – \$	Position: Duties:
Name: Address: Supervisor: Phone:	Dates Employed: From – To –	Salary: Starting – \$ Ending – \$	Position: Duties:
Name: Address: Supervisor: Phone:	Dates Employed: From – To –	Salary: Starting – \$ Ending – \$	Position: Duties:
Name: Address: Supervisor: Phone:	Dates Employed: From – To –	Salary: Starting – \$ Ending – \$	Position: Duties:

May we contact your present and/or your former employers? Yes No

What position are you applying for? _____ Desired Wages/Salary: \$ _____

Are you able to perform the essential functions of the position with or without accommodation? Yes No

Are you legally eligible for employment in the United States? Yes No

If necessary for the job, are you able to work overtime or serve on call? Yes No

If you are offered a position with the PUD, after how many days will you be able to report to work? _____ days

If you are applying for a position where you will be expected to drive on duty, do you have, or can you obtain, a valid Washington State Driver’s License?
 Yes No Not Applicable

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 Please list four references unrelated to you (include employers, supervisors, or coworkers, business association, etc.).

Name	Occupation	Address	Contact Number

SKILLS AND QUALIFICATIONS

Please indicate if you have any of the qualifications/certifications listed below.

First aid/CPR Certification? Yes No If yes, expiration date: _____

Class A CDL Driver's License? Yes No If yes, expiration date: _____

Waterworks Operator Certifications? Yes No

Cross Connection Control Certification? Yes No

If yes to the above question, please list license number(s), designation, and level achieved: _____

Clerical/Office Experience

Please list the names of the computer software programs in which you are proficient.			
Please list any experience you may have in cashiering, customer service, and records management capacities.			
Please list any experience you may have in bookkeeping or accounting capacities.			
How many WPM are you able to type?		Are you proficient with a ten-key calculator? (yes or no)	

Professional/Technical Experience

Please list any experience you may have in a managerial capacity, which includes the supervision of employees.			
Please list any technical experience you may have related to engineering, surveying, electronics, computer networking/programming, telecommunications, etc. Please include how many years of experience you have.			

Craft/Maintenance Experience

Please list any craft and/or maintenance experience you may have related to water system treatment, pump and water system maintenance, telemetry and labor work such as landscaping, meter reading, mechanics, equipment operation, etc. Please include how many years of experience you have.			
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Please list any experience you may have with specific equipment or machinery (i.e. backhoe/front end loaders, vactors, trenchers, forklifts, cranes, calibration equipment, welders, etc.)	
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Please list any specific training you have completed that isn't already listed on this page or the previous page.

Please list any special qualifications or skills that you believe would help you succeed in this position.

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To the best of my knowledge, the information herein is true and complete. If necessary for employment, I agree to provide my birth certificate or other proof of authorization to work in the United States. I understand that I may be required to have a physical examination as a part of the hiring process. I further understand that I may be tested for the presence of drugs as part of the pre-employment screening if I am applying for a safety sensitive position or one which requires a Commercial Driver License. I authorize investigation of all statements in this application. I understand that providing false information on this application is grounds for disqualification and/or dismissal. I understand that nothing in this application or my communications with any Thurston PUD official is intended to create an employment contract between Thurston PUD and me.

Signature of Applicant

Date

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Please return this application along with any supporting documents (if required) to Public Utility District No. 1 of Thurston County (Thurston PUD) at:

Thurston PUD
 921 Lakeridge Way SW, Suite 301
 Olympia, WA 98502
 Fax: (360) 357-1172
 E-Mail: PUDcustomerservice@thurstonpud.org